

09/766550

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CREATE FULL RESERVATION	EXPRESS RESERVATION	
PENDING RESERVATIONS	0040	SEARCH
WORKING RENTALS	0060	REPORTS
CLOSED RENTALS	0059	SETTINGS
INCOMING MESSAGES	0013	ABOUT RENTAL PROVIDER
INVOICES	0000	EXIT

4

FIG. 1
PRIOR ART

8

6

DELIVERY PHONE NUMBER	<input type="text"/>	THE DELIVERY OFFICE WILL BE ROUTED BASED ON THE DELIVERY PHONE NUMBER. IF NO DELIVERY PHONE NUMBER IS AVAILABLE, YOU MUST HAVE EITHER THE HOME OR WORK NUMBER TO PROCESS THE RESERVATION.	
HOME PHONE NUMBER	<input type="text"/>		
WORK PHONE NUMBER	<input type="text"/>		
<div>CANCEL</div>		<div><< BACK</div>	<div>NEXT >></div>

FIG. 2
PRIOR ART

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T06T0"0999Z60

Messages 0013		Invoices 0000	
Reso.#: <input type="text"/>		Renter's Name: <input type="text"/>	
Office: <input type="text"/>		Contract Status: <input type="text"/>	
Renter Information			
Delivery Phone: <input type="text"/>	Servicing Office: <input type="text"/>		
First Name: <input type="text"/>	Last Name: <input type="text"/>		
Address: <input type="text"/>	Address 2: <input type="text"/>		
City: <input type="text"/>	State: <input type="text"/>	Zip: <input type="text"/>	
Date of Birth: <input type="text"/>	Age: <input type="text"/>	Home Phone Number: <input type="text"/>	
Employer: <input type="text"/>	Work Phone Number: <input type="text"/>		
Local Stay: <input type="text"/>	Local Stay Phone Number: <input type="text"/>		
Requested Delivery Date and Time: <input type="text"/>		Delivery Location: <input type="text"/>	
Renter Is: <input checked="" type="radio"/> Insured <input type="radio"/> Insured Theft <input type="radio"/> Claimant		Insured Name: <input type="text"/>	
Agent Name: <input type="text"/>		Phone: <input type="text"/>	
Agent Company: <input type="text"/>			
Agent Location: <input type="text"/>			
Policy #: <input type="text"/>	Liability?: <input type="checkbox"/>	Deductible: <input type="text"/>	Next>>
Expiration Date: <input type="text"/>	Collision Ins.?: <input type="checkbox"/>	Deductible: <input type="text"/>	
	Comp. Ins.?: <input type="checkbox"/>	Deductible: <input type="text"/>	
Main Menu		Renter Information	

FIG.3

PRIOR ART

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FIG. 4 PRIOR ART

Search for a Rental

16 14 20 18 24 22 28 26 32 30

☐ Reso Number: ☐ First Name: ☐ Date Out: ☐ Contract Number: ☐ Claim Number: ☐ Renter's Last Name:
☐ Bill To: ☐ Last Name: ☐ Date In: ☐ Status: ☐ Office Number:

Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	Date In
R5001-00000001	James	Morris	Nancy Spencer	P1088381	380-Flint	I	11896987	Invoiced	7/22/98	8/4/98
R5001-00000002	Kevin	O'Neil	Deonna Maiden	P1088352	23-Dayton	I	14169432	Active	7/23/98	
R5001-00000005	Bill	Hauptrecht	Tonya Schmitt	P1088410	378-Troy	I	11831362	Invoiced	7/22/98	
R5001-00000007	Herbert & Dorth	Rodenbach	Flora Bridges	P1111770	372-Ft.Wayne	I		<Pending>		
R5001-00000023	Zelma	Waymond	Zelma Waymon	P1086873	59-Columbus	II C	14233782	Invoiced	7/27/98	7/27/98
R5001-00000028	Vikas	Bhutada	Vikas Bhutada	P1111350	374-Southfield	I-SP	11779777	Active	7/24/98	

FIG. 4

PRIOR ART

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TOTAL: 0539260

Working Rentals

Print Grid

28

Renter's Last Name:

☐ Reso Number ☐ First Name ☐ Date Out ☐ Contract Number ☐ Claim Number
☐ Bill To ☒ Last Name ☐ Contract Status ☐ Office Number

Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out
R5001-00000002	Kevin	O'Neil	Deonna Maiden	P1088352	23-Dayton	I	14169432	Active	7/23/98

R5001-00000028	Vikas	Bhutoda	Vikas Bhutoda	P1111350	374-Southfield	I-SP	11779777	Active	7/24/98
----------------	-------	---------	---------------	----------	----------------	------	----------	--------	---------

R5001-00000078	Susan	Rohrs-Poling	Mike O'Rourke	P1087848	74-Holland	C	13884197	Active	7/8/98
----------------	-------	--------------	---------------	----------	------------	---	----------	--------	--------

R5001-00000107	David & Connie	Cobb	Mary Frances Shephard	P1088243	384-Grand Rapids	I	11818460	<Terminated>	7/27/98
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FIG. 5

PRIOR ART

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FIG. 6 FOR D999260

Incoming Messages											
<input type="button" value="Print Grid"/>											
<input type="radio"/> Reso Number <input type="radio"/> First Name <input type="radio"/> Date Out <input type="radio"/> Contract Number <input type="radio"/> Claim Number <input type="radio"/> Renter's Last Name:											
<input type="radio"/> Bill To <input checked="" type="radio"/> Last Name <input type="radio"/> Date In <input type="radio"/> Contract Status <input type="radio"/> Office Number											
Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	Date In	Req Days
R5001-00000051	Bernice	Harris	Sherequa Dawson	P111382	374-Southfield	I	11779579	Invoiced	07/14/98	8/5/98	7
R5001-00000052	Anita & Michael	Barratt	Ray Haman	P0187278	374-Southfield	I	1778764	Active	7/7/98		3
R5001-00000053	Valdez	Rayford	Ray Haman	P1059733	374-Southfield	T	11783654	Active	06/30/98		10
R5001-00000056	Heather	Hardin	Nancy Spencer	P1058354	375-Warren 2	I	11791605	Invoiced	5/29/98	8/1/98	1
This rental needs to be extended 7 days for the following reason: Per Gordan, car is still being worked on, check back 8/4.											
<div> <div>42-<input type="button" value="ACKNOWLEDGE"/></div> <div>44-<input type="button" value="PRINT RESO MESSAGES"/></div> </div>											

FIG. 6

PRIOR ART

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TUE FEB 09 2000

Closed Rentals										[Print Grid]	
<div>28</div> <div> <input type="radio"/> Reso Number <input type="radio"/> First Name <input type="radio"/> Date Out <input type="radio"/> Contract Number <input type="radio"/> Claim Number <input type="radio"/> Bill To <input checked="" type="radio"/> Last Name <input type="radio"/> Date In <input type="radio"/> Contract Status <input type="radio"/> Office Number </div> <div>Renter's Last Name:</div>											
Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	Date In	
R5001-00000001	James	Morris	Nancy Spencer	P1088381	380-Flint	I	11896987	Invoiced	7/22/98	8/4/98	
R5001-00000023	Zelma	Waymond	Zelma Waymond	P1086873	59-Columbus II	C	14233782	Invoiced	7/27/98	7/27/98	
R5001-00000039	Douglas	Ballantyne	Karen Nelson	46-359490	13 Columbus	C	13940537	Invoiced	7/14/98	7/29/98	
R5001-00000060	Maria	Madellin	Shenequa Dawson	P1087534	376-Taylor	I	11845604	Invoiced	7/13/98	7/29/98	
										REPRINT INVOICE	

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FIG. 7
PRIOR ART

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FIG. 8
PRIOR ART

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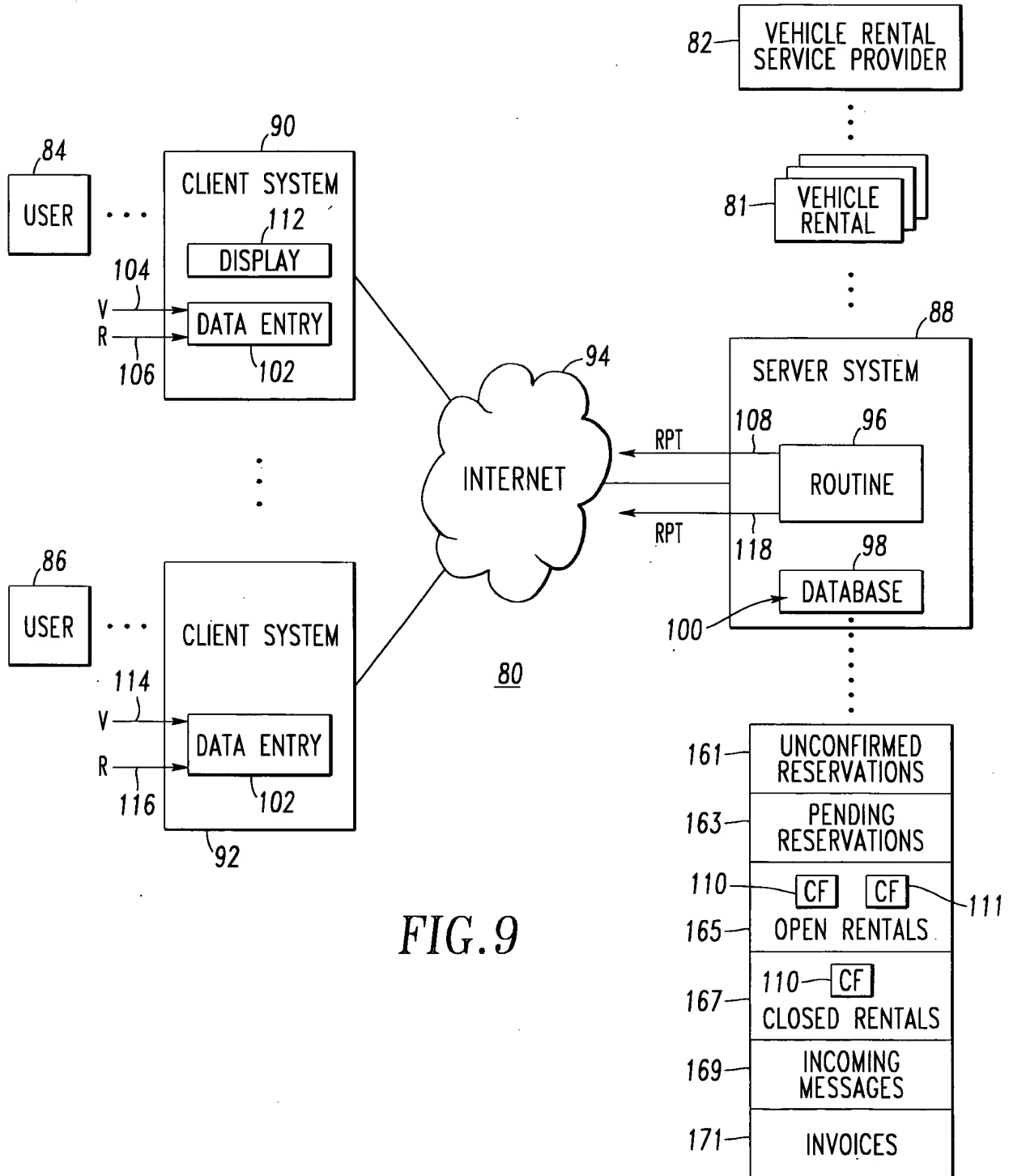


FIG. 9

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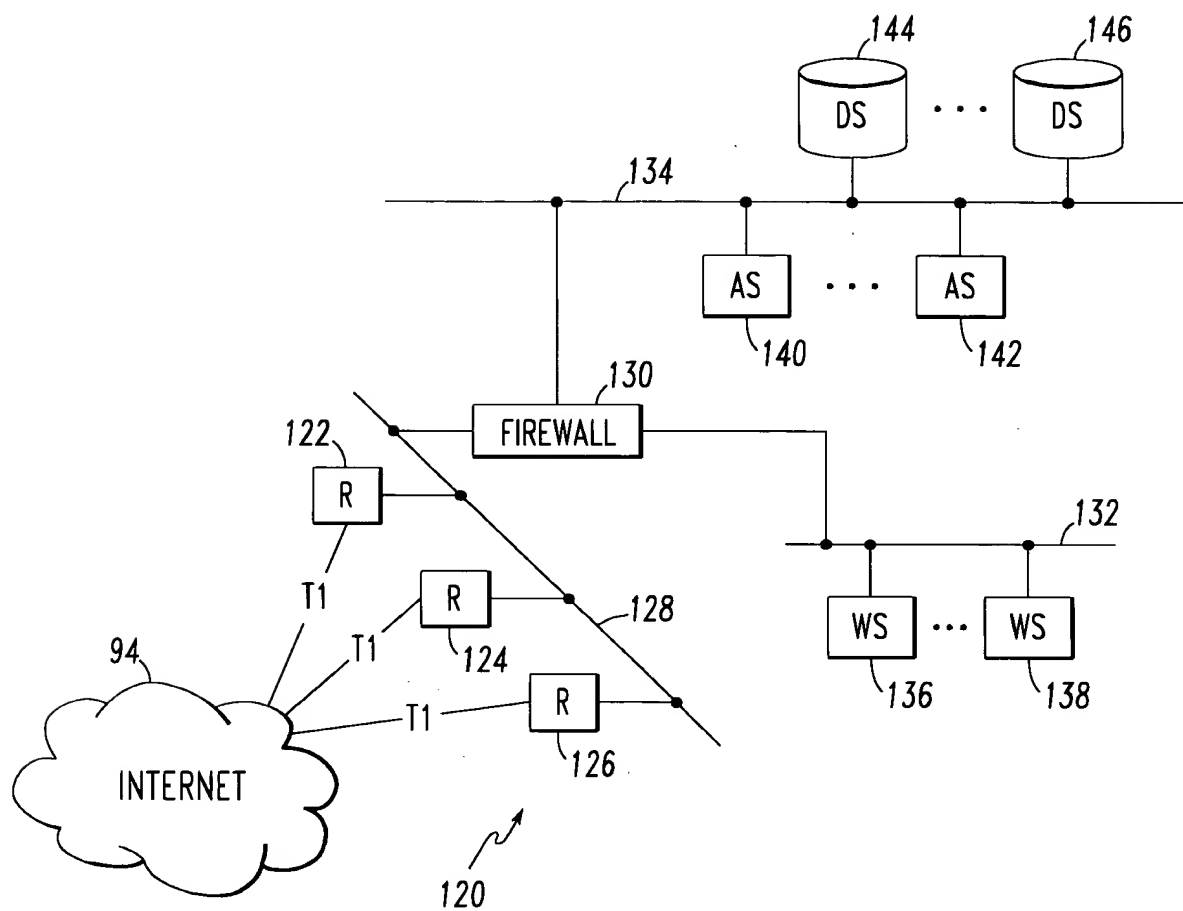


FIG.10

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TD6TFO-05593260

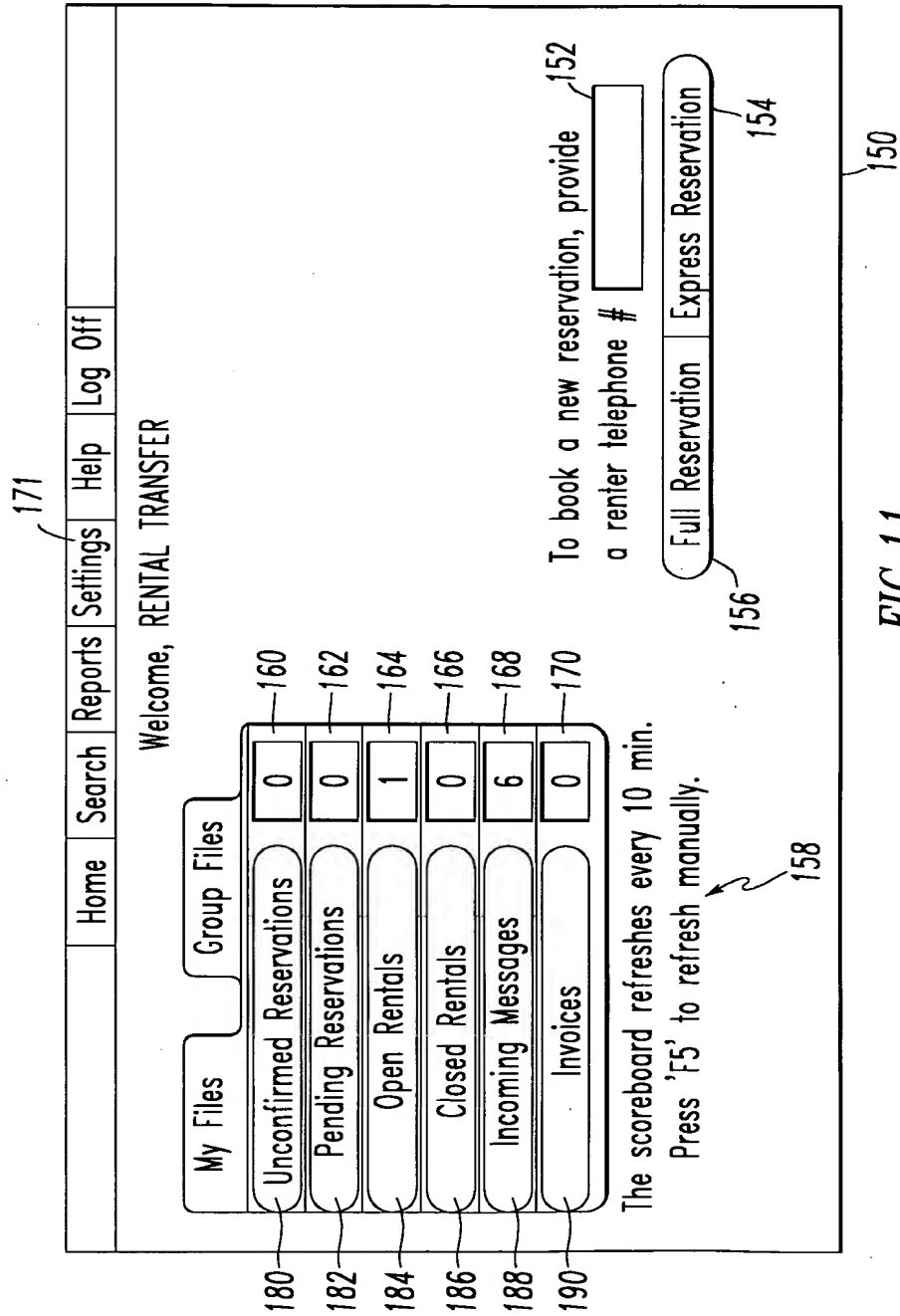


FIG. 11

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FIG. 12

Express Reservation	
Renter Information	
Renter Contract #	440-715-3574 *
Service Office	Bedford Heights *
Service Office Phone #	216-765-1120 *
Renter First Name	
Renter Last Name	
Rental Reason	Accident ▼
Renter Type	<input type="radio"/> Claimant <input type="radio"/> Insured *
Required Immediately ?	<input type="radio"/> No <input type="radio"/> Yes *
Delivery Date	(MM/DD/YYYY)
(Rental branch will contact renter to arrange delivery time)	
Billing Information	
Renter Self Pay	<input checked="" type="radio"/> No <input type="radio"/> Yes
Bill to Name	
Bill to Company	
Claim Number	
Ins. Co. Reference #	
Insured Name	
Date of Loss	(MM/DD/YYYY)
Daily Maximum	*
Policy Maximum	*
Authorized Days	*
Percent Authorized	100.0 *
Pay for PWD	<input checked="" type="radio"/> No <input type="radio"/> Yes
Repair Facility	
Repair Facility	
Location	
Phone	
Vehicle Class	
Vehicle Class	Choose...(Insured)(Claimant) Rate ▼
Authorized Rate	*
Driveable Status	Choose from List ▼
Notes	
<input type="button" value="Cancel"/> <input type="button" value="Next"/>	

* Indicates a Required Field

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Renter Info	Billing Info	Agent Info
Renter Information		
Renter Contract #	440-715-3574 *	Home Phone *
Same as Home <input type="checkbox"/>	Same as Local Stay <input type="checkbox"/>	Work Phone *
Same as Work <input type="checkbox"/>		Local Stay Phone
Service Office	Bedford Heights	Local Stay Address
Service Office Phone #	216-765-1120	Delivery Address same as Home Address? <input type="checkbox"/> Yes
First Name *		Delivery Address
Last Name *		Rental Reason Select Reason ▼
Address		Renter Type <input type="radio"/> Claimant <input type="radio"/> Insured *
City		Renter Date of Birth (MM/DD/YYYY)
State		Renter's Employer
Zip Code		Required Immediately ? <input type="radio"/> No <input type="radio"/> Yes *
		Delivery Date (MM/DD/YYYY)
Cancel Next		* Indicates a Required Field

FIG. 13A

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T00T10 0999260

FIG. 13B

Renter Info		Billing Info		Agent Info	
Billing Information					
Renter Self Pay	<input type="radio"/> No <input type="radio"/> Yes	Ins. Co. Reference #	<input type="text"/>		
Bill to Name	<input type="text"/>	Insured Name	John Zernick		
Bill to Company	<input type="text"/>	Date of Loss	<input type="text"/> (MM/DD/YYYY)*		
Bill to Address	<input type="text"/>	Daily Maximum	<input type="text"/>		
	<input type="text"/>	Policy Maximum	<input type="text"/>		
Bill to Phone	<input type="text"/>	Authorized Days	<input type="text"/>		
Claim Number	<input type="text"/>	Percent Authorized	<input type="text"/> 100.0 *		
		Pay for PWD	<input type="radio"/> No <input type="radio"/> Yes		
		Pays Fuel	<input type="radio"/> No <input type="radio"/> Yes		
		Pay Tax	<input type="radio"/> No <input type="radio"/> Yes		
Vehicle Class Information			Customer Vehicle Information		
Vehicle Class	Choose...(Insured)(Claimant) Rate		Vehicle Year	<input type="text"/>	
Authorized Rate	<input type="text"/>	176	Vehicle Make	<input type="text"/>	
Derivable Status	Choose from List	177	Vehicle Model	<input type="text"/>	
Repair Facility Information			Notes		
Repair Facility	<input type="text"/>		<div style="border: 1px solid black; width: 100px; height: 100px; margin: 10px auto;"></div> <div style="position: absolute; top: 0; right: 0;">178</div> <div style="position: absolute; bottom: 0; left: 0;">178B</div> <div style="position: absolute; top: 50%; left: 50%; transform: translate(-50%, -50%);">178A</div>		
Repair Facility Location	<input type="text"/>				
Repair Facility Phone	<input type="text"/>				
<input type="button" value="Back"/> <input type="button" value="Cancel"/> <input type="button" value="Finish"/> <input type="button" value="Next"/>			* Indicates a Required Field		

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178A

178B

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FIG. 13C

Renter Info		Billing Info		Agent Info	
Agent & Policy Information					
Agent Name		Policy Number			
Agent Location		Expiration Date			
Agent Company		Liability	<input type="checkbox"/>		
Agent Phone		Collision Ins.	<input type="checkbox"/>	Deductible	0.0
		Comp. Ins	<input type="checkbox"/>	Deductible	0.0
Back			Cancel	Finish	* Indicates a Required Field

Open Rentals		202		204		210		214		216		218		220		232		222	
Insurance Claim#	Adjuster's Last, First Name	Renter's Last, First Name	C/I	Body Shop	Repair Veh Yr/Model	Car Out	Days Out	Days Exts to Date	# of Exits	Total Left	Charges	Extend Rental	Rate	Change Rate	Message	Rate	Change Rate	Message	
1212122	Doe, John	Lynch Jennifer	I	NA	NA	11/01/2000	3	1	8	\$69.00		Extend				Message			
1231231234	Doe, John	Park Andrew	I	NA	NA	09/13/2000	52	7	-2	\$468.00		Extend				Message			
NA	Doe, John	Kim Jennifer	I	Atlas Transmission	Toyota Camry	10/24/2000	11	0	-1	\$165.00		Extend				Message			
NA	Doe, John	Zernick John	I	Atlas Transmission	NA	11/02/2000	2	1	5	\$59.98		Extend				Message			

This list refreshes automatically every 10 minutes. Press 'F5' to refresh manually.

FIG. 14A

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FIG. 14C

Extend Rental	
Andrew Park	
Extension Days : —236	
Approved By : —238 Jane Doe	
Extend Rental —240	

234

Max Rental	
Andrew Park	
Max Date (MM/DD/YYYY) : —242	
Approved By : —244 Jane Doe	
Max Rental —246	

FIG. 14B

Change Authorized Rate	224
Andrew Park	
Current Authorized Rate : 9.0 ← 226	
Vehicle Class : Full Size —227	
Date (MM/DD/YYYY) :	
New Rate : —228	
Approved By : —230 Jane Doe	
Vehicle Class: —231	
<input checked="" type="radio"/> Choose... (Insured) (Claimant) Rate <input type="radio"/> EC NA NA Economy <input type="radio"/> CC 19.99 19.99 Compact <input type="radio"/> IC 21.99 21.99 Midsize <input type="radio"/> SC 23.99 23.99 Standard <input type="radio"/> FC 25.99 25.99 Full Size <input type="radio"/> PC 29.99 29.99 Premium <input type="radio"/> XV 31.99 31.99 Minivans <input type="radio"/> MV NA NA Full Size Vans <input type="radio"/> XP 32.99 32.99 Pick-ups <input type="radio"/> PT NA NA Full Size Trucks <input type="radio"/> LC NA NA Luxury <input type="radio"/> SU 33.99 33.99 Sport Utility <input type="radio"/> XX NA NA Exotic <input type="radio"/> TU NA NA Tow Units	
Rate —232	

Pending Reservations	Adjuster's Last, First Name	Renter's Last, First Name	Insurance Reference #	Rental Provider's Rental #	Date Entered in System	Number of Days in System	Anticipated Delivery Date	258 Messages	Cancel
252 →	Doe, Jane	Mills, Stephanie	NA	1350586	11/17/2000	20	11/17/2000	Message	<input checked="" type="checkbox"/> 264
254 →	Doe, Jane	Mills, Stephanie	NA	1350606	11/29/2000	8	11/29/2000	Message	<input checked="" type="checkbox"/> 266
256 →	Doe, Jane	Hubbard, Don	NA	1350610	11/29/2000	8	11/29/2000	Message	<input checked="" type="checkbox"/> 268

FIG. 15A

FIG. 15B

Reso#: 1350587 Renter: Jennifer Barber Office: 11-Bedford Heights Company: American Family

12/06/2000 19:30:04 Office: Corporate RCC User: DEMO

Customer needs car by 10 am. Please call. 288

Approved By: Days: Authorized Rate: Daily Max: Policy Max: 290

292 Send Message Close

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FIG. 15C

Cancel Reservation	296
1350606, Stephanie Mills	
Cancellation Reason :	
298	
Cancel Reservation	Don't Cancel Res.

300

FIG. 15D

Cancel Reservation	302
1350606, Stephanie Mills	
Cancellation Reason :	
303	Customer does not need the car.
304	Finish

306

Search	
Search Term	Choose an option...
310	<input type="radio"/> Rental Provider's Reso Number
312	<input type="radio"/> Renter's First Name
314	<input type="radio"/> Renter's Last Name
316	<input checked="" type="radio"/> Bill To (Adjuster's Name)
318	<input type="radio"/> Claim Number
320	<input type="radio"/> Renter Type (C or I)
322	<input type="radio"/> Insured Name
317	
308	
324	
Adjuster's Name	
326	
<input type="radio"/> Choose an adjuster... <input checked="" type="radio"/> Doe, Jane <input type="radio"/> EMO, D <input type="radio"/> EMO, D	
330	
Rental Status	ALL
332	<input type="radio"/> Unconfirmed
334	<input type="radio"/> Pending
336	<input type="radio"/> Open
338	<input type="radio"/> Billed
328	
For Open and Closed Rentals:	
Start Date (MM/DD/YYYY)	End Date (MM/DD/YYYY)
340	342
344	
Search	
346	
Reset	

FIG. 16

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Home Search Reports Settings Help Log Off

Rental Status And Search Term

Rental Status

Search Term

Rental Criteria 0

FIG.17A

Rental Status ☐ Unconfirmed ☐ Pending ☒ Open ☐ Billed

Search Term ☐ ALL ☐ Claim Center ☒ Adjuster ☐ Repair Shop ☐ Insurance Co.

FIG.17B

Search Term Detail

☒ All ☐ Doe, Jane ☐ Emo, D

FIG.17C

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FIG. 17D

382 Rental Criteria 384

395 Criteria Value 0

396 Generate Report

386 ☒ All

388 ☐ over _ dollars per day authorized rate

390 ☐ over _ number of authorized days

392 ☐ over _ number of extensions

394 ☐ over _ value of total bill

☐ more than _ days behind on extensions

FIG. 17E

400

Rental Status And Search Term

Rental Status 358 Search Term 366

Search Term Detail

378

400

Rental Criteria 386 Criteria Value 395

396 Generate Report

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Open Rentals
With Authorized Days Over 5 Days
For Adjuster : Doe, Jane

406	408	410	412	414	416	418	420	422
Last, First Name	C/I	Office No.	Body Shop	Repair Veh Yr/Model	Car Out	Days Out	Days Left	# of ext. to date
Adjuster: Jane Doe								
Kim, Jennifer		11	Atlas Transmission	Toyota, Camry	10/24/2000	26	-1	2
Zernick, John		623	Atlas Transmission	NA	11/02/2000	17	-10	1
Hartman, Darrell		11	NA	NA	11/08/2000	11	-6	0
Mills, Stephanie		11	NA	NA	11/08/2000	11	-6	0
Gill, Kevin		11	NA	NA	11/08/2000	11	-3	1
Hubbard, Don		11	NA	NA	11/08/2000	11	-6	1

FIG.17F

Management Reports

Report Type ☒ Summary (includes only average amounts for all rentals) ☐ Detail (includes all rentals)

Renter Type ☒ All ☐ Insured ☐ Claimant

Date Range From: * To *

Generate Report

FIG.17G

Management Reports - Summary							
For Adjuster : EMO, D							
Where Billing Occured Between 06/30/2000 and 12/31/2000							
446	448	450	452	454	456	458	
Adjuster	Rental Count	Rental Length	Authorized Days	Rental Rate	Auth Rate	# Times of Extensions	
						Total Bill	
D EMO	2	13.0	6.0	NA	\$31.49	0.0	\$323.67
							460

FIG. 17H

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FIG. 171

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Management Reports - Detail												
For Adjuster : EMO, D												
Where Billing Occured Between 06/30/2000 and 12/31/2000												
462	464	466	468	442	470	472	474	476	478	480	482	11/18/2000
Renter's Name	C/I	Claim Number	Date Out	Date In	Rental Length	Billed Date	Auth Days	Auth Rate	# Times of Extended	Vehicle Class	Rental Rate	Total Bill
484												
Adjuster: D EMO												
Couch, Tim	C	99999	10/16/2000	11/01/2000	17	11/01/2000	6	\$29.99	0	PC	NA	\$454.75
Rhett, Eric	I	665555965	10/24/2000	11/01/2000	9	11/01/2000	6	\$32.99	0	XV	NA	\$192.60
Adjuster Averages:			Rental Count: 2		13.0		6.0	\$31.490002	0.0		NA	\$323.67

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FIG. 18A

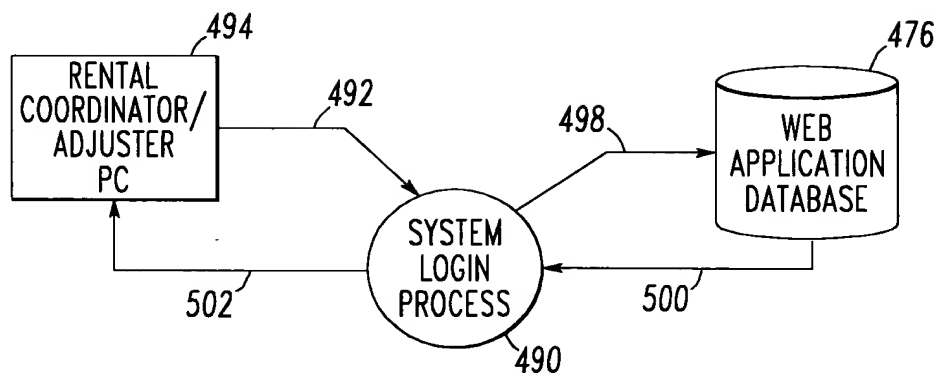


FIG. 18B

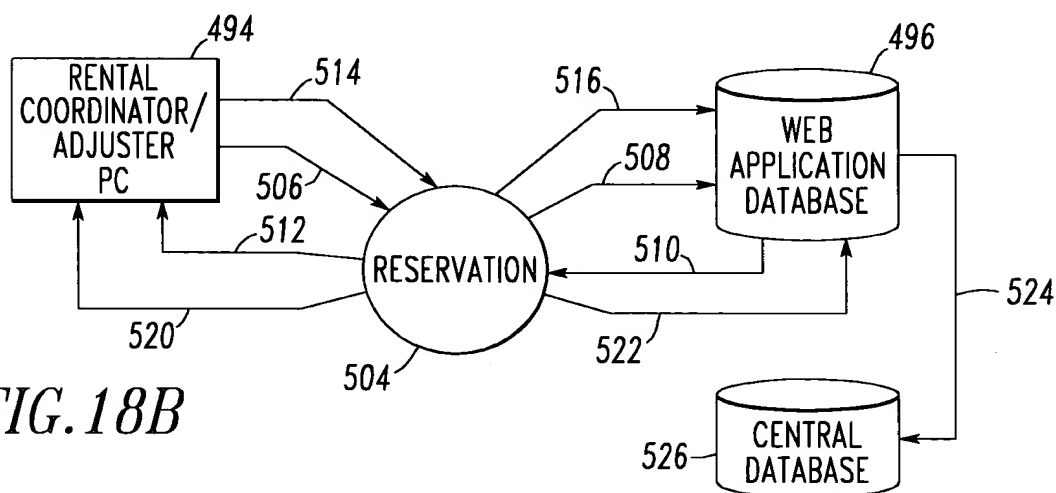
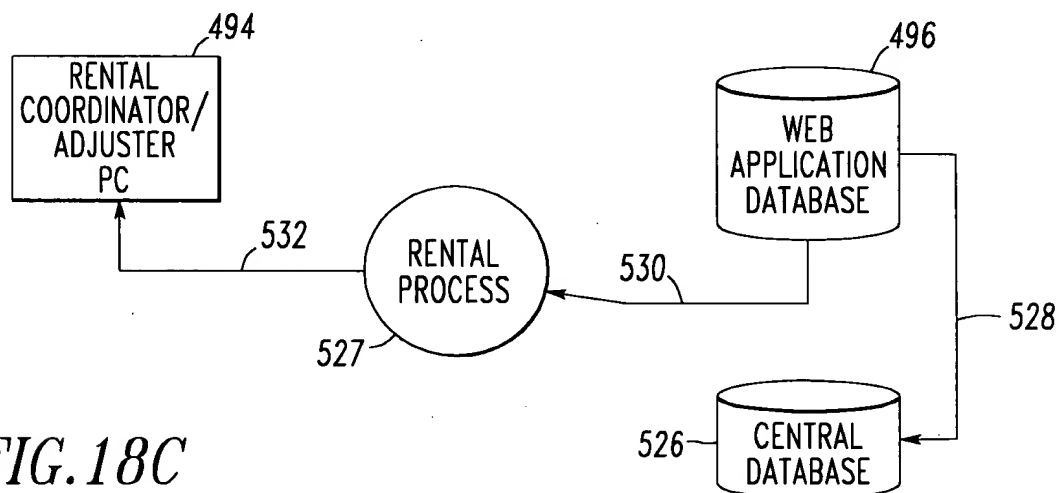


FIG. 18C



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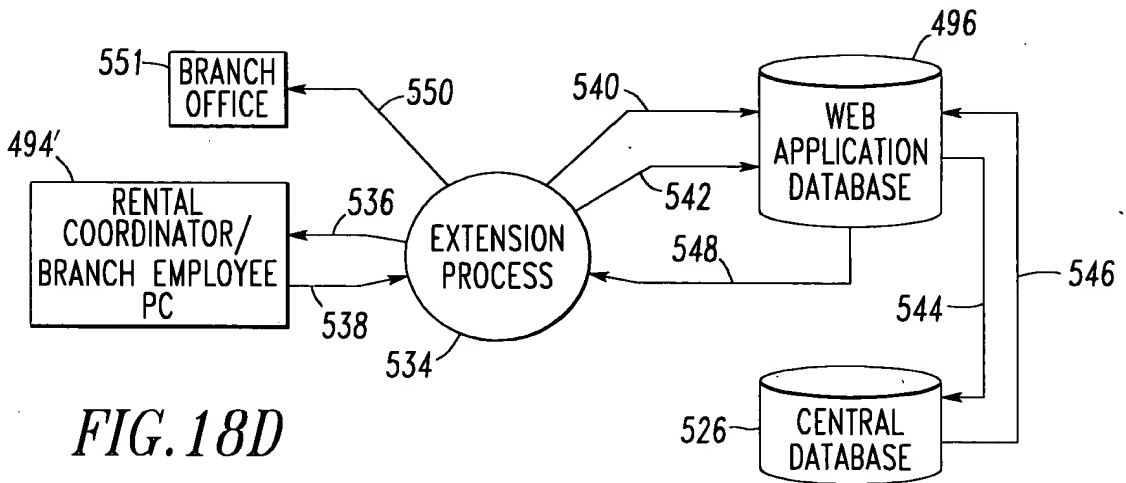


FIG. 18D

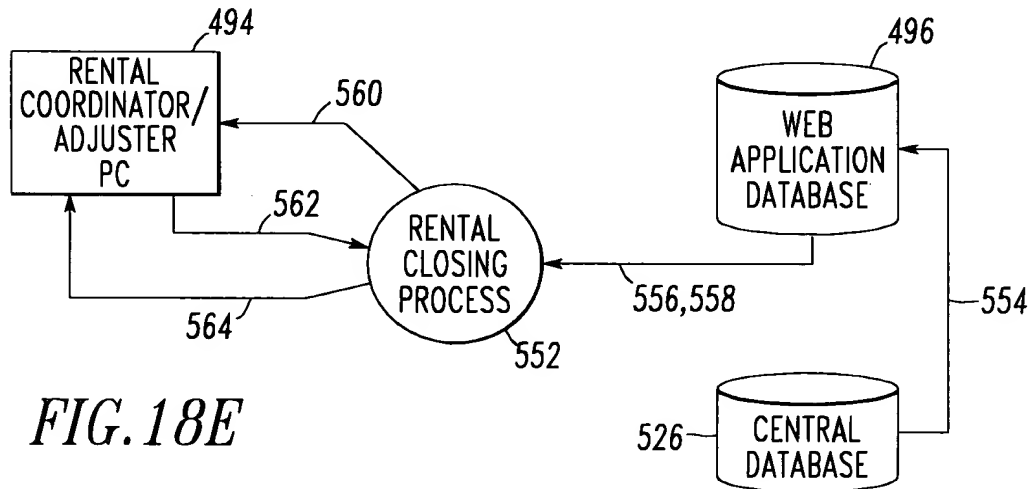


FIG. 18E

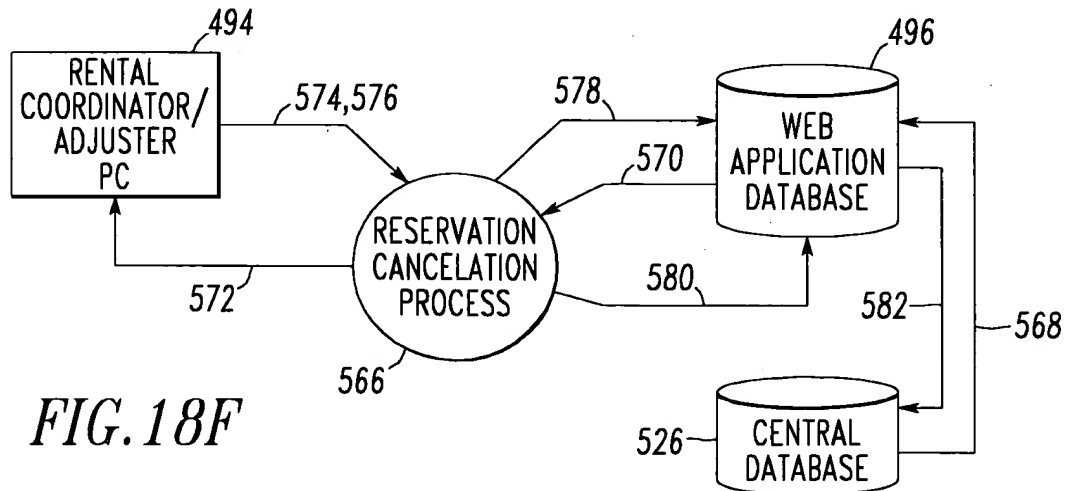
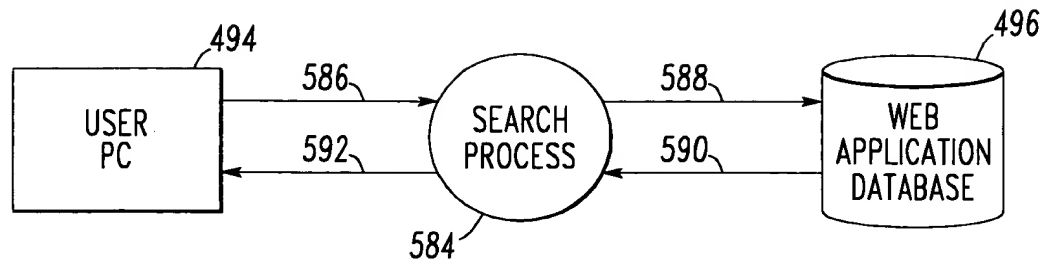
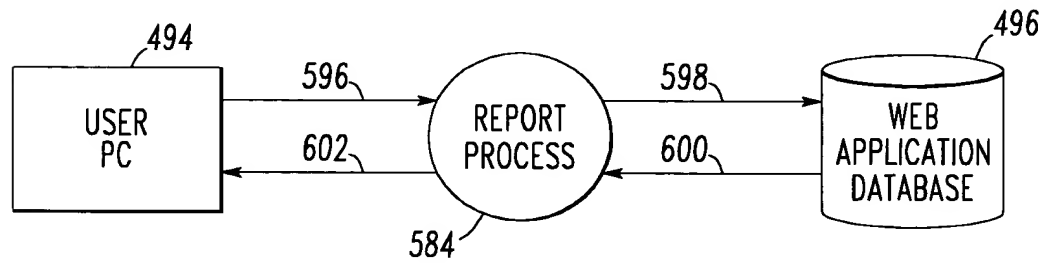


FIG. 18F

2025 RELEASE UNDER E.O. 14176

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*FIG. 18G**FIG. 18H*